



Behavior Policy

West View Hub Behavior Policy

The customers using the West View Hub and its resources expect a safe, comfortable environment that supports appropriate library and community services.

- No disruptive behavior.
- The use of tobacco products, including electronic and vapor cigarettes is not allowed in the building or within 30 feet of the building.
- The use of illegal drugs and unapproved use of alcohol is not permitted.
- The use of profanity or abusive language will not be tolerated.
- Children under the age of 5 must be within arm's reach of their parent/care-giver
- No one under the age of 10 may be left unattended in the library without a parent/care-giver (at least 16 years of age) present in the building.
- No solicitation to be conducted on Hub property.
- No activity that is construed as loitering will be tolerated.
- No commercial/for-profit activities to be conducted on Hub property other than those activities sponsored by the West View Hub or its supporting agencies.
- Cell phones will be silenced upon entering the Hub. All phone calls must be taken outside of the Hub.

Disruptive behavior may include: loud talking, running and jumping, playing inappropriate games, throwing objects, horseplay, pushing and shoving that may result in disturbing other users, injury to users or staff or damage to library property, abusive language and behavior towards staff, inappropriate use of personal electronic devices or any other behavior that, in the view of Hub staff, hinders or precludes the legitimate use of the Hub and its resources

Staff members will, unless the behavior is physically endangering, abusive to staff or other customers, follow a 3-step process as outlined below:

Step 1 Individual will be warned about the disruptive behavior and directed to cease.

Step 2 Individual will be warned again, with the additional message that if a third warning is needed, they will be asked to leave the building.

Step 3 Individual is asked to leave the building. If individual refuses to leave, inform them that the police will be called and they will be charged with trespassing and/or disturbing the peace and/or any other appropriate statute.

If, in the judgment of a Hub staff member, an individual's behavior is unmanageable, abusive or indicates a threat of physical harm to Hub employees, customers, or property, the staff should execute Step 3 immediately or call the police immediately. Under no circumstances is a staff member to lay hands upon the subject except to prevent injury to staff or patrons. If an individual is under 18 years of age and cannot safely leave the Hub to return home on his or her own, staff should permit child to contact a parent or guardian.

Approved _____ By _____